



Wastewater Facility Plan Review Kaizen Event Report Out

Wastewater déjà vu all over again
August 15-19, 2011

The Opportunity

Satya Chennupati

The “Wastewater déjà vu all over again” Team

Patti Cale-Finnegan

- Satya Chennupati, Wastewater Engineering
- Patti Cale-Finnegan, SRF Coordinator
- Jim Sievers, Field Services
- Dennis Alt, Water Supply Engineering
- Larry Bryant, Wastewater Engineering
- Terry Kirschenman, Wastewater Engineering
- Suresh Kumar, Wastewater Engineering
- Emy Liu, Wastewater Engineering
- Mark Valmore, Wastewater Engineering
- Eric Evans, Wastewater Engineering
- Chuck Hallier, Cargill
- David Neuman, Cargill
- Bill Gibson, Roquette America
- Dave Elias, City of Iowa City
- Steve Van Dyke, Fox Engineering
- John Meyer, French-Reneker Engineering
- Chris Van Gorp, Director’s Office



Scope

Jim Sievers

- This event will review all steps in the facility plan review and approval process (steps 1-37).

Goals

Chuck Hallier

1. Reduce Backlog by 50% by June 30, 2012
2. 50% of facility plans approved in 60 days and all facility plans are approved within 135 days.
3. All facility plans submitted will undergo a completeness review (9b).
4. 100% of applicants/consultants are notified within 30 days of receipt that the facility plan is incomplete or complete.

Objectives

Dennis Alt

1. Eliminate unnecessary steps in the process.
2. Define when projects should be a project and given a number.
3. Define backlog.
4. Develop a prioritization process/system.
5. Develop tracking for project status.
6. Define when projects will change status (W/WISARD).
7. Improved communication on status of project with applicant.
8. Reduce overall lead time of process.
9. Appropriate training identified for application process.
10. Identify ability of Department to contract out parts of the process or “expedite” process.

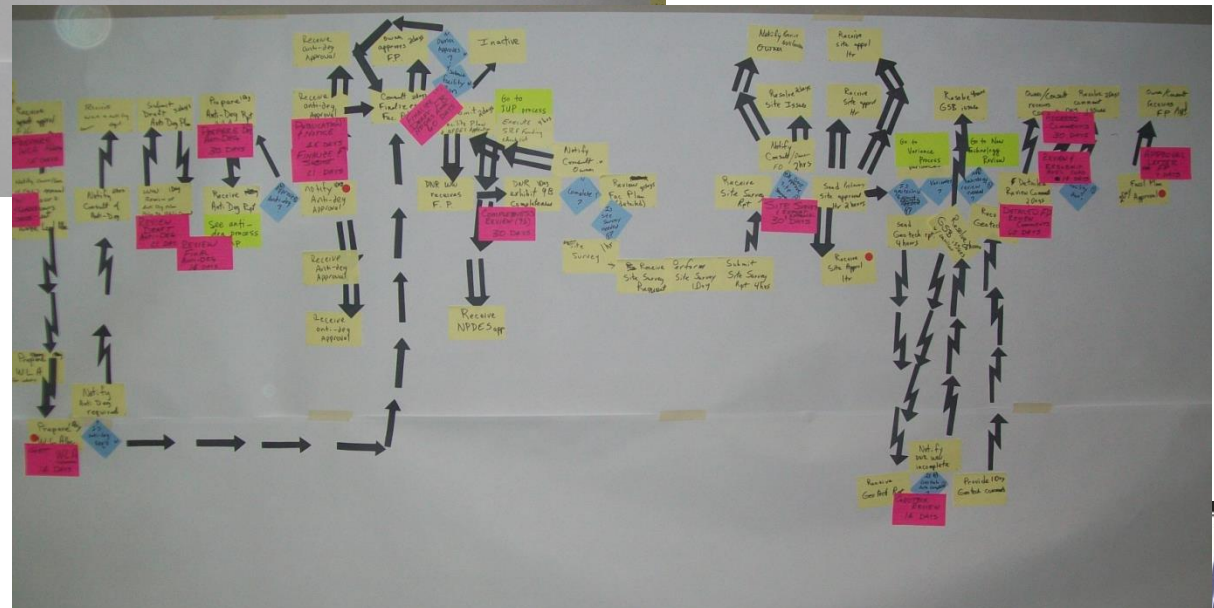


Kaizen Methodology

David Neumann

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)

Emy Liu



Brainstorming

Dave Elias

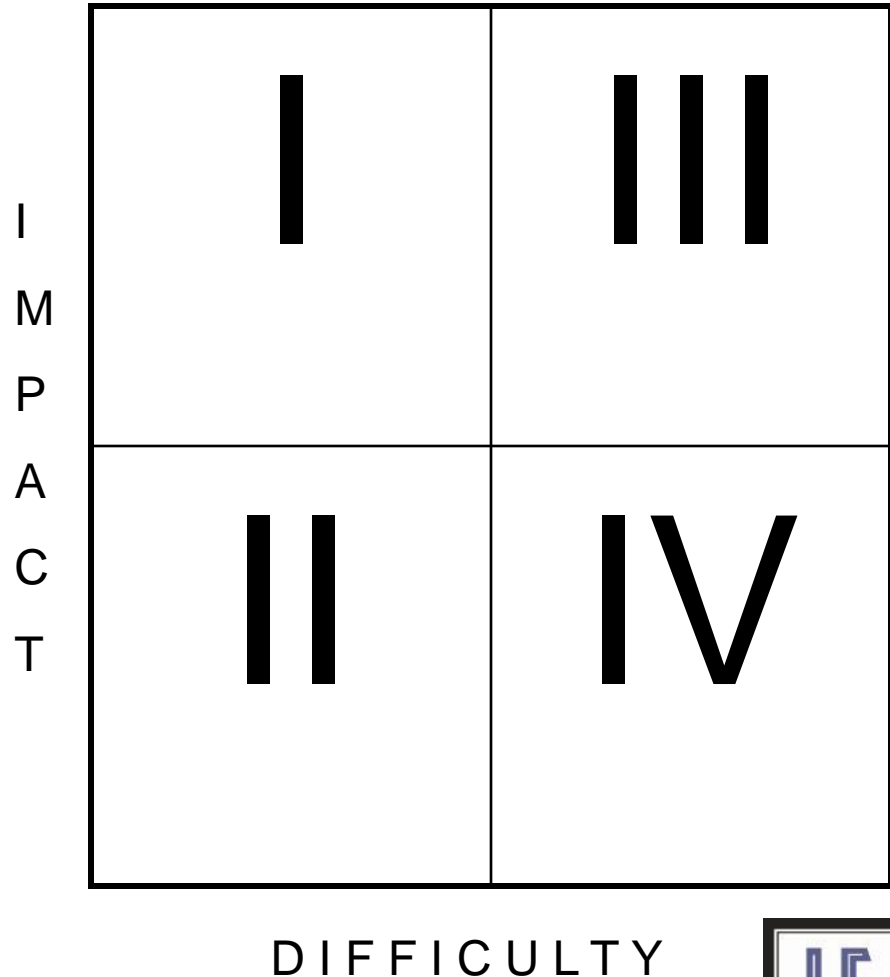
- Improve quality and completeness of documents submitted (Flows and Loads, Facility Plan)
- Definitions of Project, Backlog, Priority
- Improve communication / transparency with owners and consultants
- Simplify how process is communicated to owners and consultants
- Needed database improvements for better tracking of project status



De-selection Process

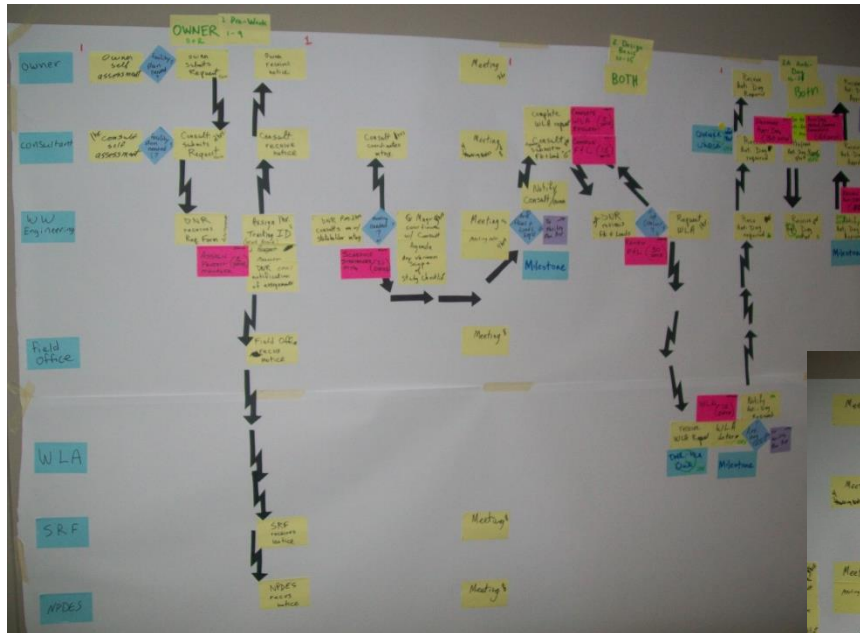
Larry Bryant

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

Suresh Kumar



LEAN

State of Iowa
Continuous Improvement

Homework

Mark Valmore

Item	Item Description	Person Responsible	Due Date
1	Align project status categories and criteria with initiation checklist	Larry	By 30 day
2	Talk to legal on return of incomplete submittals	Satya	Aug 31
3	Facility Plan review checklist for internal review	Suresh, Terry	By 30 day
4	Investigate and implement technical assistance phone line	Satya	By 30 day
5	Clerical assistance for WES	Patti, Satya	By 30 day
6	Finalize self assessment matrix for owners/consultants	Terry	Update at 30 day
7	Create submittal form	Terry	Update at 30 day
8	Finalize updates to exhibit G and instructions for submittal	Mark, Chuck	By 30 day
9	Add owner email to WLA request form	Connie, Satya	Aug 31
10	Database updates (track anti-deg, status, public access / info available)	Satya, Eric	Update at 30 day



Homework

Steve Van Dyke

Item	Item Description	Person Responsible	Due Date
11	Site survey request process	Jim, Satya	Update at 30 day
12	Decision matrix / process for GSB review of geotech	Emy	30 day
13	Update and simplify manual – 16 steps, split into CWSRF, non-CWSRF	Patti, Emy, Suresh, Larry, Eric	Update at 30 day
14	Land application with and without construction	Suresh with NPDES	30 day
15	Clarify project status with other funders	Patti	Aug 23
16	New technology review process	Satya, new WQ BC	Update at 90 day
17	Tracking of electronic documents (email, using shared network drive)	Satya	Update at 30 day
18	Consultant / applicant training	WES	6 month
19	9b expansion for external and internal use	Terry, John	By 30 day
20	Backlog reduction plan	Satya and WES	60 day update



Results

John Meyer

- More flexibility for owners /consultants
- Improved customer service
- Clearer expectations by all parties
- Improved quality of Facility Plan submittals
- Reduced number of delays by 30% and potential delay time by 20%
- Approval of Facility Plan
 - Previous Goal 135 days
 - Current Goal 60 days



Team Member Experience

Bill Gibson
Terry Kirschenman

Comments

Chris Van Gorp

**We welcome your
questions and comments!**

